

Customer Facing MaPS Standards Appeals Submission Template



Money &
Pensions
Service

Appeals Submissions Template

Version Control

| Date | Version Control | Responsible | Approver |
|-------------|------------------------|----------------------|--|
| 24/02/23 | V1 | Lead Quality Manager | Head of Service Performance, Quality and Standards |

Appeals Eligibility Criteria

The appeals process allows Delivery Partners to appeal standards marked by the IQAS as the following:

Not Met (Unsuitable No impact)

Not Met (Unsuitable - Impact, No financial loss or harm)

Not met (Unsuitable with detriment - Impact, Financial loss or harm)

This document outlines the SLA, where appeals can be made including eligible and ineligible criteria in relation to making an appeal.

A template has been provided below for any appeals made.

SLA

| - | <u>Activity Overview</u> | <u>Responsibility</u> | <u>SLA (W/Days)</u> |
|---------------------|---|-------------------------------------|---------------------|
| 1. | Assessment Outcome/KPI performance shared with Delivery Partner | SPQS QM | 1 |
| 2. | Appeal Content Submitted to MaPS | Delivery Partner | 5 |
| 2a. | Appeal Content Shared with IQAS | MaPS | 1 |
| 3. | Appeals Review | IAQS | 6 |
| 3a. | Findings of Appeals activity submitted to MaPS | IAQS | 1 |
| 3b. | Findings of Appeals activity shared with Delivery Partner | SPQS QM | 1 |
| 4. | Optional Appeals Panel scheduled | SPQS QM | 1 |
| 5. | Optional Appeals Panel Meeting | SPQS QM Delivery Partner IAQS | 3 |
| 6. | Summary of Findings /Final assessment outcome Shared | IAQS | 1 |
| <u>Total W/Days</u> | | | 20 |

Eligible Appeals:

- The appeal must clearly state the nature of evidence proposed has been overlooked during assessment which has had a negative impact on the overall quality score and compliance level stating why that evidence is sufficient. The appeal evidence must be compelling not simply a case of ‘we don’t agree...’
- This information must clearly link to the standard(s) that are considered not to be met and the standard number(s) must be explicitly recorded. The evidence perceived to have been overlooked is very clearly pinpointed to a page and paragraph in a case record, a line number or numbers in a webchat and/or the specified minute(s) in the audio recording of a telephone interaction i.e. 35 minutes 45 seconds into the recording.
- The appeal is no more than 500 words for each standard appealed.
- All individual cases are eligible for appeal for a test period of three months.

Ineligible Appeals:

- Delivery partners (DP) already achieving the KQI.
- Appeals which, if overturned, will not take the delivery partner to the KQI threshold.
- Appeals on cases where standards have been assessed as ‘not met’ by both the delivery partner and IQAS, but on reflection, the delivery partner feels they should have assessed the standard(s) as ‘met.’
- No additional evidence will be reviewed if not made available when the case was initially assessed.

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| <u>Appeals Submission Document</u> | |
| Case Number: | Standard Being Appealed: |
| Delivery Partner Assessed as: | IQA Assessed as: |
| Date of Appeal: | Eligibility Criteria Met: (MaPS USE ONLY) |
| % KPI Pre Appeal: | % KPI post Appeal: |

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| 1. IQA Commentary for Standard Not being Met |
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| 2. Delivery Partner Reason for Appeal: (500 words maximum) |
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| 3. Delivery Partner Evidence Location |
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| 4. Outcome of Appeal (UPHELD/NOT UPHELD/PARTIALLY UPHELD) |
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| 5. Independent SME Post Appeal Comments |
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|---|--|
| Appeal Submitted By (Print Name) | |
| Appeal Submitted By (Signature) | |

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| Appeal Reviewed By (Print Name) | |
| Appeal Reviewed By (Signature) | |